

**BEFORE THE NATIONAL GREEN TRIBUNAL
PRINCIPAL BENCH, NEW DELHI**

ORIGINAL APPLICATION NO.1246/2024

IN THE MATTER OF:

UDAY BHAN

...APPLICANT

VERSUS

STATE OF UP & ORS.

...RESPONDENTS

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NDOH: 10.02.2025

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Through Counsel


[Dr. Shiva Sharma,]

DR. SHIVA SHARMA

[HIM-46/1976]

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DATE: 07.02.2025

PLACE: NEW DELHI

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IN THE MATTER OF:

Uday Bhan ...Applicant
 Versus
 State of Uttar Pradesh and others ...Respondents



**COUNTER AFFIDAVIT ON BEHALF OF RESPONDENTS
 Dr. SATYA NARAYAN DASA (R-7) & VISHNU DASA (R-8)**

I, Dr. Satya Narayana Dasa, aged about 71, Director of Jiva Institute of Vedic Studies, r/o Jiva Institute, 380 Sheetal Chhaya, Vrindavan, Uttar Pradesh, do hereby solemnly affirm and declare as under:

1. That the deponent is Respondent No. 7 in this Original Application (OA) and he is Director of Jiva Institute of Vedic Studies. He is fully conversant with the facts and circumstances of this case and is fully competent to swear to this counter affidavit.
2. That Article 20(2) of the Constitution guarantees protection against double jeopardy to the answering Respondents. They can't be prosecuted twice for the same offence. The answering Respondents are facing criminal trial on the same allegations in Mathura and therefore, this OA should not be continued against the answering Respondents for any offence on the same cause of action and arising out of the same set of allegations.
3. That the present OA is not maintainable in law and on facts and the Applicant has concocted a false story of tree felling. The answering Respondents are Sanyasi of Gaudiya Sampradaya and they treat the



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trees as living beings. It is submitted that the answering Respondents have not felled any tree on the land known as Jiva Farm which was earlier called as Tikari Garden, Raman Reti in Vrindavan. This property, hereinafter, would be referred to as Jiva Farm.

4. That the present OA is misuse of the process of law and has been made for the reasons other than the obvious ones. The Applicant is just a tool in the hands of vested interests. The nefarious object of the said interested persons is explained in the succeeding paragraphs.
5. That a false story of tree felling has been crafted by the Applicant in connivance with the vested interests who have an evil eye on Jiva Farm on which the alleged trees had grown up. The false story has been meticulously planned by the Applicant and his companions. First, on 08.10.2024, they got a false FIR registered at Police Station Vrindavan against the answering Respondents about tree felling and then on 09.10.2024, they got false news items published in several newspapers about felling 50 trees. On the same day, i.e., 09.10.2024, the present OA was filed before this Hon'ble Tribunal. Swiftness of the Applicant and his companions speaks loud about the planning and conspiracy hatched by them. One of those news items pertains to the dispute pending before the Hon'ble High Court of Judicature at Allahabad in respect of title of Jiva Farm. The conspiracy between the Applicant and his companions is clearly demonstrated by the fact that the Applicant has annexed with this OA a photo-copy of Order passed by the Hon'ble Allahabad High Court in respect of Jiva Farm. A photocopy of certified copy of the

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order dated 06.09.194⁴¹ has been attached by the Applicant with this OA and is available as Annexure A-3 on page 29 of the paper book. It is important to mention here that the certified copy of order dated 06.09.1994 was supplied on 07.09.1994. Photocopy of this more than 30 years old certified copy has obviously been supplied to the Applicant by the vested interests who are none other than the petitioners/plaintiffs/appellants of the title litigation. It is submitted at the cost of repetition that the answering Respondents have not felled any tree in the Jiva Farm area or elsewhere.

6. That the Applicant is a resident of village Narela in North-West Delhi and he has nothing to do with the land of Jiva Farm or with the answering Respondents or with Jiva Institute of Vedic Studies. The Applicant is raking up the title controversy with clandestine motives at the behest of third persons. It is necessary to highlight here that the title dispute in respect of Jiva Farm is sub judice and is pending before the Hon'ble Allahabad High Court. The plaintiffs/appellants have lost the title litigation and now the said matter is pending adjudication before the Hon'ble Allahabad High Court since 1981 i.e., for over 44 years. The Applicant is a total stranger to Jiva Farm but he is pursuing this OA at the behest of the plaintiffs/appellants of the title litigation who are pulling the strings from behind.
7. That the answering Respondents have full regards for the law and the environment and they can't even think of felling the trees. As stated above, the answering Respondents are Sanyasi and they treat the trees as living beings and there is no question of their felling the trees. The answering Respondents have given up



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worldly ways of life and comforts and they are leading their lives of ascetics.

8. That Respondent No. 7 Satya Narayan Dasa is over 70 years of age and he was drawn to the spiritual traditions of India since his childhood. Respondent No. 7 is a highly educated person and is a pass-out of IIT (Delhi) and he holds post-graduate degrees in Management (IIM), Law and Sanskrit as also Ph.D. in Sanskrit. He worked for 4 years with a multinational company (MNC) in Michigan, USA but eventually he left his lucrative job in the USA and returned to India. Respondent No. 7 reached Vrindavan in India where he studied the 'orthodox systems' of Indian philosophy known as 'sad-darsana' under the guidance of his Guru Sri Haridasa Sastri Maharaja and Svami Syama Sarana Maharaja for 25 years as he dedicated himself to the practice of Bhakti Yoga. In 1991, he accepted the traditional Vaisanava order of renounced life in and donned "Babaji Vesa". He is the director of the Jiva Institute of Vedic Studies in Vrindavan, India. He is the author of more than 15 books on Indian Philosophy. He is a visiting professor at Rutgers, The State University of New Jersey, USA. In 2013 he was honoured by Shri Pranab Mukherjee, the then President of India, for his extraordinary contribution in presenting Vedic culture and philosophy to the students and audiences within India and internationally. For the past 25 years, he has taught Indian philosophy and Vedic Psychology to various yoga centres in the USA, France, Lithuania, Poland, Japan, South Africa and Canada. He has delivered lectures in many universities all over the world, in



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Satya Narayan Dasa

physical and virtual modes and also taught the psychotherapists of the psychiatric hospitals in the USA.



9. That Respondent No. 8 Vishnu Dasa aka Shatdal, aged about 40 years, a resident of Shri Haridas Niwas, Purana Kalidah, Vrindavan, is presently residing at Jiva Institute, 380 Sheetal Chhaya, Vrindavan, and he is a disciple of Sri Haridasa Sastri Maharaja. He has been living in Vrindavan for the past 20 years. He is a renounced sadhu in Gaudiya Sampradaya. He comes from the State of Jharkhand. He regularly performs seva in Sri Haridas Sastri Gaushala. He had been a personal assistant to his Guru Sri Haridasa Sastri Maharaja when the latter was alive.
10. That this OA is totally misconceived and has been filed by the Applicant with an ulterior motive to pressurise Respondent No. 7 to give up his claim qua the land of Jiva Farm. It is relevant to mention here that the FIR being referred to and relied upon by the Applicant belies him because this FIR says that 8 trees and 25 bushes have been cut. Thus the story of felling 50 trees is demolished even by the FIR. The answering Respondents specifically deny the correctness of this FIR and assert that they have not felled any tree and that this FIR is totally false and product of concocted story.

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REPLY ON MERITS

- 1.1. That the contents of Para 1.1 of the OA are false and vehemently denied so far they relate to felling of 50 trees by the answering Respondents in Jiva Farm.
- 1.2. That the contents of Para 1.2 of the OA are not correct and are vehemently denied. The answering Respondents have not felled

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any tree as alleged and the story projected by the Applicant is totally false and fabricated.

1.3. That the contents of Para 1.3 of the OA as projected are not correct. Respondent No. 7 is a lawful owner of the property in question.

1.4. That the contents of Para 1.4 of the OA are totally false and are vehemently denied as such. The contents of the para under reply are highly derogatory and mischievous and hurt the sentiments of the devotees and followers of Srila Jiva Goswami. Respondent No. 7 has established Jiva Institute of Vedic Studies to promote and spread the teachings of Srila Jiva Goswami, a pioneer vaishnav saint of the Gaudiya Sampradaya. Describing Respondent No. 7 as land mafia and land encroacher is highly defamatory allegation and this insinuation has been made wilfully and intentionally to bring a bad name and to defame Respondent No. 7. It is vehemently denied that Respondent No. 7 has illegally encroached upon the land of Jiva Farm or has wrongly renamed it as Jiva Vedic Institute or has indulged in illegal activities on this land or has thereby disrespected the religious heritage of Vrindavan. Further it is submitted that Applicant Uday Bhan has wilfully and intentionally committed the offence of defamation and has deliberately hurt the sentiments of the devotees and followers of Srila Jiva Goswami. The answering Respondents reserve their right to initiate suitable criminal as well civil action against Applicant Uday Bhan for committing the offence of defamation and other offences under the Bharatiya Nyaya Samhita and other relevant laws.



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- 1.5. That the contents of Para 1.5 of the OA are admitted to the extent that litigation about title of the land in question is pending before the Hon'ble High Court at Allahabad in which the Hon'ble High Court has issued an interim interdiction.
- 1.6. That the contents of Para 1.6 of the OA are absolutely incorrect and misleading and the same are vehemently denied. The answering Respondents have not felled even a single tree. It is vehemently denied that the answering Respondents have violated the order passed by the Hon'ble High Court.
- 1.7. That the contents of Para 1.7 of the OA are wrong and the same are vehemently denied. The answering Respondents have not felled even a single tree and, therefore, they have not destructed the local environment and habitats of any species of birds and wildlife.
- 1.8. That the contents of Para 1.8 of the OA are wrong and are denied vehemently. The alleged FIR is wrong and manipulated because the answering Respondents have not felled any tree. It is submitted that the answering Respondents have not destroyed the environment and habitats of any species of birds and wildlife. All these allegations are totally wrong and are specifically denied.
- 1.9. That the contents of Para 1.9 of the OA are wrong and manipulated and are vehemently denied. The Applicant and his companions have got a false FIR registered against the answering Respondents. The answering Respondents have not indulged in any illegal activities. Rather it is the Applicant and his companions who are indulging in illegal activities to pressurize Respondent No. 7 to give up his claim over the land of Jiva Farm.

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2. That the contents of Para 2 of the OA are wrong and are denied. The law laid down by the Hon'ble Supreme Court and as referred to in the Para under reply is not disputed but the same does not apply to the present case on facts because the answering Respondents have neither felled any tree nor they have done any unauthorized conversion activity in the Taj Trapezium Zone (TTZ). All the allegations pleaded in the para under reply are false and are product of conspiracy hatched by the Applicant and his companions.

3. That the contents of Para 3 of the OA are wrong and are vehemently denied. The answering Respondents have not felled any tree and, as such, the alleged permissions were not required to be taken.

3.1 That the contents of Para 3.1 of the OA are not disputed. The Applicant and his companions have an evil eye on the land of Jiva Farm. The Applicant has told the answering Respondents that he wants this property for his Guru ji and that he would take this property at any cost and by hook or by crook.

3.2 That the contents of Para 3.2 of the OA are wrong and are vehemently denied as such. Respondent No. 7 is a Sanyasi and a law-abiding person and he respects and obeys the laws of the land. It is the Applicant who himself is indulging in unlawful activities to usurp the land of Jiva Farm as submitted earlier also.

4 That the contents of Para 4 of the OA as projected are wrong and are denied. The answering Respondents have neither felled any tree nor have they done any act of religious desecration. They have not

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done any act to hurt the sentiments of the devotees. The allegations made by the Applicant are totally false, fabricated, mischievous and are, therefore, vehemently denied.

5 QUESTIONS OF LAW



The alleged "Substantial Questions of Law" have been posed for consideration of the Hon'ble Supreme Court and not for consideration by this Hon'ble Tribunal. Such highly casual approach shows non-application of mind and non-seriousness of the Applicant.

- 5.1 That the posed question 5.1 doesn't arise for consideration qua the answering Respondents because they have not felled any tree as alleged in the OA.
- 5.2. That the posed question 5.2 doesn't arise qua the answering Respondents because they have not felled any tree. A false story has been concocted by the Applicant with ulterior motives.
- 5.3 That the posed question 5.3 doesn't arise for consideration qua the answering Respondents because they have not felled any tree. Therefore, no permission as such was required by them.
- 5.4 That the posed question 5.4 doesn't arise for consideration qua the answering Respondents because the alleged felling of trees is only an imaginary story concocted by the Applicant in connivance with his companions. The answering Respondents have not felled any trees anywhere as alleged.
- 5.5 That the posed question 5.5 doesn't arise for consideration qua the answering Respondents because they have not felled any tree as

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alleged. The FIR in question is false and has been wrongly registered against the answering Respondents at behest of the vested interests.



5.6 That the posed question 5.6 doesn't arise for consideration. The Applicant is raking up the title controversy with ulterior motives. The title dispute is sub judice and is pending before the Hon'ble High Court of Judicature at Allahabad. The Applicant is a resident of village Narela in North-West Delhi and has nothing to do with Jiva Farm or with the answering Respondents or with Jiva Vedic Institute. The Applicant is a total stranger to the property in question but he is spearheading this present OA on behalf of the plaintiffs/appellants of the title litigation.

5.7 That the posed question 5.7 doesn't arise for consideration qua the answering Respondents because they have not felled any tree.

5.8 That the posed question 5.8 doesn't arise for consideration qua the answering Respondents because they have neither felled any tree nor done any other activity damaging the ecology.

5.9 That the posed question 5.9 is not a question at all. In any way, this para warrants no comments.

5.10 That the posed question 5.10 is not a question at all. However, this para doesn't warrant any comments.

6. GROUNDS FOR THE PETITION

The alleged "Grounds for the Petition" have been set out for consideration of the Hon'ble Supreme Court and not for consideration of this Hon'ble Tribunal. Such casual approach and

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non-application of mind demonstrates complete lack of seriousness on the part of the Applicant.



- 6.1 That the contents of para 6.1 of the OA are completely wrong. The answering Respondents have not felled any tree and, therefore, they have not adversely impacted the ecological balance, land quality and air quality. The Hon'ble Supreme Court and the Hon'ble High Courts have extra-ordinary power and jurisdiction under Articles 32 and 226 respectively of the Constitution of India to protect the Fundamental Rights including those enshrined in Article 21 of the Constitution.
- 6.2 That the contents of para 6.2 of the OA are completely wrong. The answering Respondents have not felled any tree and, therefore, they have not committed the contempt of the Hon'ble Supreme Court. In any case, the power to punish for its contempt is with the Hon'ble Supreme Court only and not with this Hon'ble Tribunal.
- 6.3 That the contents of para 6.3 of the OA are totally wrong and denied. The answering Respondents have not felled any tree and, therefore, there was no occasion for them to obtain any statutory permissions.
- 6.4 That the contents of para 6.4 of the OA are totally wrong and denied as such. The answering Respondents have not felled any tree and, thus, they have not destroyed the habitats of any species of birds and animals. The Applicant has got a false FIR registered by pressurising the local officials of Forest Department.
- 6.5 That the contents of para 6.5 of the OA as projected are wrong and denied. The Applicant is raking up the title controversy with ulterior motive. The title dispute is sub judice and is now pending

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before the Hon'ble High Court of Judicature at Allahabad. It is submitted that the answering Respondents have not violated the order passed by the Hon'ble High Court. In any case, the power to punish for its contempt for violating the Stay order is with the Hon'ble High Court only and not with this Hon'ble Tribunal.



- 6.6 That the contents of para 6.6 of the OA are completely wrong. The answering Respondents have not felled any tree and, therefore, they have not violated the fundamental right as enshrined in Article 25 of the Constitution.
- 6.7 That the contents of para 6.7 of the OA are completely wrong. The answering Respondents have not felled any tree and, as such, the Public Trust Doctrine has not been violated.
- 6.8 That the contents of para 6.8 of the OA are completely wrong. The answering Respondents have not felled any tree in the TTZ.
- 6.9 That the contents of para 6.9 of the OA are completely wrong. There is no collusion between the answering Respondents and the local authorities. The answering Respondents have not felled any tree in the TTZ and a false FIR has been got registered by the Applicant and his companions against the answering Respondents.
- 6.10 That Para 6.10 of the OA doesn't warrant any comments. But it is submitted that the answering Respondents have not felled any tree in the TTZ or in the Vrindavan area.
- 6.11 That Para 6.11 of the OA doesn't warrant any reply. But it is submitted that the answering Respondents have not felled any tree in the TTZ or in the Vrindavan area.

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- 6.12 That Para 6.12 of the OA doesn't warrant any reply. But it is re-asserted that the answering Respondents have not felled any tree in the TTZ or in the Vrindavan area.
- 6.13 That Para 6.13 of the OA doesn't warrant any reply. But it is re-asserted that the answering Respondents have not felled any tree in the Mathura-Vrindavan and Braj region.
7. That the contents of para 7 of the OA are denied. It is re-asserted that the answering Respondents have not felled any tree in the Mathura-Vrindavan and Braj region. This OA is not maintainable on law and facts. The Applicant has no local standi and cause of action to file and maintain this OA.

PRAYER

In view of the above submissions, the answering Respondents very humbly respond to the Prayer clause and submit as under:

1. Para 1 of the Prayer clause is wrong in respect of the answering Respondents. It is asserted that the answering Respondents have not felled any tree in the Mathura-Vrindavan and Braj region.
2. Para 2 of the Prayer clause is wrong in respect of the answering Respondents. It is re-asserted that the answering Respondents have not felled any tree in the Mathura-Vrindavan and Braj region and, as such, no action is called for against them.
3. Para 3 of the Prayer clause warrants no reply.
4. Para 4 of the Prayer clause needs no reply.
5. Para 5 of the Prayer clause is wrong in respect of the answering Respondents. It is re-asserted that the answering Respondents

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have not felled any tree in the Mathura-Vrindavan and Braj region and, therefore, no action is called for against them.

6. Para 6 of the Prayer clause is wrong in respect of the answering Respondents. It is re-asserted that the answering Respondents have not felled any tree in the Mathura-Vrindavan and Braj region and, as such, no action is called for against them.

7. In view of the above reply on facts and merits, it is evident that the Applicant has wilfully caused unwarranted harassment and humiliation to the answering Respondents. Therefore, the answering Respondents most respectfully pray that this Original Application may please be dismissed with costs. The answering Respondents may please be awarded special costs from the Applicant towards cost of this litigation and for wilfully and deliberately causing harassment to them.



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Satya Narayana Dasa

(Dr. Satya Narayana Dasa)
Deponent/Respondent No.7

Through Counsel

Shiva Sharma
[Dr. Shiva Sharma,]

Advocate (Enrolment No. HIM-46/1976)

VERIFICATION:

I, the deponent above-named do hereby verify that the contents of preliminary submissions Para 1 to 9 and those of Para 1 to 6 of the reply on merits of this counter affidavit are true to the best of my knowledge and belief and nothing material has been withheld.

Satya Narayana Dasa

(Dr. Satya Narayana Dasa)
Deponent/Respondents

Contents of Affidavit Document read over and explained to sn who is identified by sn... and oath attested to day on... at my office & noted down in the notarial Register No..... Page and Charged fees Rs.....

Dr. Satya Narayan Dasa - Gireesh Sisodiya Adv.
04-02-25
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No.7

ASHOK KUMAR Advocate
Notary Public
Dist. Court Mathura

Satya Narayana Dasa

Dr. Satya Narayana Dasa Personally known to me / Signed before me
Gireesh Sisodiya

BEFORE THE NATIONAL GREEN TRIBUNAL, NEW DELHI

OA NO. 1246/2024

In the matter of: -

UDAY BHAN

APPLICANT

VERSUS

STATE OF UP & OTHERS

RESPONDENTS

KNOW ALL to whom these presents shall come that Dr. Satya Narayan Dasa @ Satya Narayan Singh, Respondent No. 7 & Vishnu Das, Respondent No 8 in this above-titled OA do hereby appoint

Dr. Shiva Sharma and Shri Yatharth Sharma, Advocates
(HIM-46/1976) (D-3879/2021)

Shri Dk Sharma
[D-218/1991]

(Here-in-after called the Advocates to be my Advocates in the above noted case and authorize them :-

To act, appear and plead in the above-noted case in this court in any other court in which the same may be tried or heard and also in the appellat courts.

To sign, file and present pleadings, appeals, cross-objection or petitions or executions, review, revision, restoration, Withdrawal, compromises or other petitions replies, objections or affidavits or other documents as may be deemed necessary or proper for the position of the said case in and all its stages.

To file and take back documents, to withdraw, or compromise the said case, or submit to arbitration any differences or disputes that may arise touching or in any manner relating to the said case.

To take out execution proceedings, to deposit, withdraw and receive money and grant receipts therefore, and to do all other acts and things which may be necessary to be done for the progress and in the course of the prosecution of the said case.

To appoint and instruct other Legal Practitioners authorizing them to exercise the power and authorities hereby conferred upon the advocates whenever they may think fit to do so.

AND we the undersigned do hereby agree to ratify and confirm all acts, done by the advocates or his substitute in the matter as my own acts, as if done by me/us for all intents and purposes. We, the undersigned do hereby agree that in the event of the above case being taken up on tour, we shall pay extra fees.

And we, the undersigned, do hereby agree not to hold the advocates or his substitute responsible for the result of the said case in consequence of their absence from the courts when the said is called up for the hearing or for any negligence of the said advocates or his substitute.

AND we, the undersigned do hereby agree that in the event of the whole or any part of the fee agreed by me to be paid to the advocate remaining unpaid, he shall be entitled to withdraw from the prosecution of the said case until the same is paid up. If any costs are allowed or an adjournment, the advocates would be entitled to the same.

IN WITNESS WHEREOF we do hereunto set my/out hand to these presents the contents which have been understood by me this the day of 202

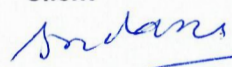
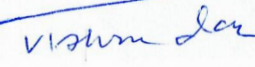
Accepted


(Dr. Sharma)

Advocate


[Dr Shiva Sharma]

Client

R-7 
R-8 





Sandeep Singh Rawat <sandeeprwt.uk@gmail.com>

Advance Service in OA 1246 of 2024 titled as "Uday Bhan versus State of UP & Others."

2 messages

Sandeep Singh Rawat <sandeeprwt.uk@gmail.com>

Fri, Feb 7, 2025 at 10:10 AM

To: "legalpathlaw@gmail.com" <legalpathlaw@gmail.com>, cmup@nic.in, dmmat@nic.in, "vcmvda2014@gmail.com" <vcmvda2014@gmail.com>, pccf-up@nic.in, dfo.mathura@upforests.gov.in, "sspmta-up@nic.in" <sspmta-up@nic.in>, "ceo.upbtvp@gmail.com" <ceo.upbtvp@gmail.com>
Cc: "Dr. Shiva Sharma" <drshiva30sharma@gmail.com>

Dear Sir,

Please find attached copy of counter affidavit filed on behalf of the respondent no.7 & 8 in the captioned subject matter.

Kindly acknowledge the receipt of this email.

Thanks and Best Regards

Sandeep Singh Rawat

For - Dr. Shiva Sharma, Counsel for Respondent No.7 & 8

5, Siri Fort Road, Lower Ground Floor, New Delhi - 110049 I Mobile : + 91 9971630855

OA 1246 of 2024 Counter Affidavit R-7 & R-8.pdf
3565K

Chief Minister Office Uttar Pradesh <cmup@nic.in>

Fri, Feb 7, 2025 at 10:11 AM

To: sandeeprwt.uk@gmail.com

प्रिय महोदय,

आपका ईमेल मुख्यमंत्री कार्यालय के आधिकारिक ईमेल पर प्राप्त हुआ है। यदि ईमेल जनशिकायत श्रेणी का है तो मुख्यमंत्री कार्यालय, उ०प्र० द्वारा जनता की शिकायतों को दर्ज किए जाने हेतु विकसित आधिकारिक ऑनलाइन पोर्टल 'जनसुनवाई-समाधान' पर आप द्वारा शिकायत दर्ज करायी जा सकती है, जिसका वेब एड्रेस निम्नवत् है -

<https://jansunwai.up.nic.in>

2- मुख्यमंत्री कार्यालय, लोक शिकायत अनुभाग-5 के कार्यालय-ज्ञाप में ई-मेल के माध्यम से प्रेषित आवेदकों की शिकायतों का संज्ञान न लिये जाने का प्रावधान है। अतः आपसे निवेदन है कि अपनी शिकायतों के त्वरित निस्तारण हेतु जनसुनवाई पोर्टल का प्रयोग करते हुए अपनी शिकायत दर्ज कराने का कष्ट करें।

धन्यवाद।

मुख्यमंत्री कार्यालय, उ०प्र०

नोट- वेबसाइट या जनसुनवाई के मोबाइल app के माध्यम से ऑनलाइन दर्ज की गयी शिकायतों के निस्तारण की समीक्षा भी मुख्यमंत्री कार्यालय द्वारा गहनता से की जाती है।

जनसुनवाई मोबाइल app डाउनलोड करने के लिए नीचे दिए गए लिंक पर क्लिक करें।

<https://play.google.com/store/apps/details?id=in.nic.up.jansunwai.upjansunwai>

शिकायत के वेबसाइट पर दर्ज होने के पश्चात की प्रक्रिया -

आपके मोबाइल पर sms/ईमेल के माध्यम से चौदह अंकों की शिकायत/सन्दर्भ पंजीकरण संख्या प्राप्त होगी। इस पंजीकरण संख्या एवं दर्ज मोबाइल नंबर/ईमेल के माध्यम से आप किसी भी समय अपनी शिकायत की स्थिति सीधे वेबसाइट या मोबाइल app पर देख सकते हैं एवं निस्तारण के पश्चात निस्तारण आख्या भी देख सकते हैं।

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इसके अतिरिक्त किसी भी स्तर पर शिकायत के अधिक समय तक लंबित रहने पर आप अपनी शिकायत का रिमाइंडर भी भेज सकते हैं तथा निस्तारण आख्या से असंतुष्टि की दशा में अपना फीडबैक भी पोर्टल पर दर्ज कर सकते हैं। आपके फीडबैक का मूल्यांकन निस्तारणकर्ता अधिकारी से एक स्तर उच्च अधिकारी द्वारा किया जाएगा।
मूल्यांकन में आपकी आपत्तियों से सहमति की दशा में आपका संदर्भ/शिकायत पुनर्जीवित हो जायेगी, तथा उसका पुनः परीक्षण कर गुणवत्तापूर्ण निस्तारण सुनिश्चित किया जाएगा।